



March 4, 2024

ADO Action Required: New Relic Synthetic Checks

This announcement is for ADO's who use New Relic that have full platform access to synthetic monitoring features.

Background

- As of February 2024, the monthly limit of non-pinging synthetic checks in New Relic is now 1,000,000. This is a cumulative limit shared across all ADO sub-accounts in New Relic.
- This limit applies to any synthetic monitor that is **not** a simple ping check (e.g. simple browser, scripted browser, scripted API, etc.)
- We are currently projected to use approximately 2,400,000 checks per month, down from a high of 3,600,000 (in December 2023)
- Until our projected usage is below 1M, we cannot create new monitors or save changes to existing monitors that would increase usage. Existing monitors are still running for now.
- Existing monitors will stop running if we are still over 1M projected monthly checks on March 18, 2024.
- We are working with New Relic to increase our usage limits.

Actions Needed

- To avoid further monitoring interruptions, we ask that all ADOs please review and clean up any synthetic monitoring they have set up in their New Relic accounts.
- We are asking that ADO please perform **cleanup activities by March 13, 2024**.
- Cleanup tips and guidelines:
 - Based on the number of ADOs actively using New Relic synthetics, each ADO account should aim to use no more than *75,000 checks per month (2,500 per day)*.
 - Start by reviewing (adding to your accounts if necessary) the [Synthetics Optimization Dashboard](#). It provides a usage summary and a step-by-step guide to decreasing usage.
 - Additional tips and guidance is available on [Newrelic Synthetic Monitor Usage](#) page in confluence.

Impact of No Action

- If we are still over the limit **after March 13, 2024**, the New Relic team will take steps to reduce synthetic monitor usage.
- This might include:
 - Disabling synthetic monitors with very high failure rates

- Disabling synthetic monitors that are not being watched via alerts, Slack integrations, or other applications such as QNOD
- Decreasing frequency to 15 minutes
- Decreasing location count to 2 locations (e.g. US East and West)
- Converting Simple Browser and Scripted API monitors to equivalent Ping monitors where possible.

Your prompt attention to this matter is essential to help avoid further synthetic monitoring interruptions. Thank you!

For any questions or concerns, please feel free to reach out to the DevSecOps team on the Slack [#help-devsecops](#) channel.

If you need additional information, contact us:

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

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